

MONTANA STATE PLAN & POLICY MANUAL
CHAPTER THREE

Policy Number 3.3
General Program Complaints
Revised/Effective Date: October 1, 2012

Title: General Program Complaints

Purpose

The Montana WIC Program has established a formal process for all written or verbal complaints to be handled.

Authority

State Policy

Policy

It is the policy of the Montana WIC Program to accept all written and verbal complaints regarding the WIC Program and to handle them in an appropriate manner within 180 days.

I. Written or Verbal Complaints

- A. Complaints about any part of the operation of WIC in Montana will be accepted and processed within 30 days of receipt by the State WIC Office or any local agency.
- B. Information submitted must be sufficient to identify the WIC agency or individual involved.
 - 1. Collect the following information:
 - a. Name, address and telephone number of complainant, or other method of contacting the complainant.
 - b. Date of complaint.
 - c. Nature of the complaint.
 - d. Retailer name, if involved.
 - e. Witness name and contact information.
 - f. Local agency, if involved.

II. Allegations

- A. Any person alleging improper treatment, discrimination or other wrong doing must communicate to the State WIC Office or any local agency about said mistreatment within 180 days of the alleged incident.

III. Recorded Contact

- A. A full record of all contacts and activities related to the complaint will be maintained on file in the receiving agency's office in order to track the action taken to address the complaint.
 - 1. See Attachment [Civil Rights Complaint Form](#).

IV. Notification

- A. Local agencies will notify the State WIC Office and follow-up on any complaint(s) received.
 - 1. Request guidance for disposition of the complaint.
- B. The State WIC Office will notify a local agency and follow-up on any complaint(s) received concerning their jurisdiction.

V. Resolution

- A. Investigation and resolution of complaints will be handled on a case-by-case basis with all pertinent facts considered.